GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Department of Real-Time Governance – Establishment of an Incident Management System (IMS) for identification, monitoring, and resolution of critical issues affecting governance and public welfare on a real-time basis – Orders – Issued.

DEPARTMENT OF REAL TIME GOVERNANCE

G.O.RT.No. 17 Dated: 28-10-2025

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O R D E R:

It has been observed that a variety of issues emerge on a daily basis across departments and districts, some of which require immediate attention and coordinated response. Such issues, if not addressed promptly, tend to have a cascading effect across multiple sectors, thereby impacting governance, service delivery, and public confidence.

2. In order to ensure timely identification, effective coordination, and comprehensive resolution of these emerging issues, the Government of Andhra Pradesh hereby establishes a Real-Time Incident Management System (IMS) to manage incidents through collaborative inter-departmental action supported by real-time digital communication and monitoring.

1. Objectives:

a) To detect and address critical issues affecting governance, service delivery, or
public welfare in Real Time.
b) To ensure seamless inter-departmental coordination and accountability from
identification to resolution.
c) To disseminate accurate and timely information to the public to maintain
transparency and confidence.
d) To enable the Government to monitor issues proactively and prevent escalation or recurrence.

2. Standard Operating Procedure (SOP):

a) The Real-Time Governance Society (RTGS) and Information & Public Relations(I&PR) Department shall continuously monitor inputs from multiple sources to identify emerging issues of state-level importance.

b) Upon identification, RTGS shall alert the concerned Department and District Administration (Collector/SP) through the designated communication channel.

c) The concerned Department shall take immediate, coordinated, and comprehensive action to resolve the issue and shall remain engaged until full resolution is achieved.

d) The I&PR Department shall provide real-time, fact-based public communication regarding the issue, action taken, and resolution progress.

3. Technology Framework:

a) While multiple platforms exist for digital communication, it has been found that WhatsApp provides the most efficient and responsive medium for real-time coordination and information dissemination.

b) Accordingly, a WhatsApp group titled "Incident Management System (IMS)" shall be created for operational use by RTGS.

c) The RTGS and I&PR Departments shall be the permanent members of this group.

d) For each issue, the concerned Department Minister, Principal Secretary/Secretary, Head of Department (HoD), and the respective District Collector/SP shall be temporarily added to the group for the duration of that incident.

e) Once the issue is comprehensively resolved, the temporary members shall be removed from the group.

f) Since multiple issues may arise simultaneously, each incident shall be tracked in parallel through a controlled number of participants, ensuring that the group remains efficient, focused, and manageable**.**

4. Roles and Responsibilities:

(a) RTGS:

- Identification and classification of incidents requiring real-time response.
- Administration and moderation of the IMS WhatsApp group.
- Inclusion and removal of temporary members based on incident type.
- Maintenance and technology upgradation of the IMS platform and dashboard.
- Preparation of analytical reports for review by the Chief Secretary and concerned authorities.

(b) Information & Public Relations (I&PR) Department:

- Continuous identification of issues through media and digital monitoring.
- Public communication of verified information throughout the incident lifecycle.
- Coordination with media to ensure factual and timely dissemination.

(c) Concerned Department(s):

- Prompt action to comprehensively address the identified issue.
- Coordination with district authorities and RTGS during the response process.
- Submission of resolution reports and proactive public information dissemination.

5. Monitoring and Review:

a) RTGS shall maintain a centralized IMS Dashboard tracking all active issues, their current status, responsible officers, and resolution timelines.

b) The Chief Secretary shall review the IMS performance and key incidents weekly to assess inter-departmental responsiveness.

c) Departments shall submit closure notes for each resolved issue to RTGS for record and analysis.

6. Conclusion:

The establishment of the Incident Management System (IMS) reflects the Government's commitment to responsive governance, real-time public service delivery, and coordinated administration. By leveraging existing digital infrastructure and communication tools, this mechanism will strengthen accountability, ensure faster resolution of critical issues, and sustain public trust in governance.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

K.VIJAYANAND
CHIEF SECRETARY TO GOVERNMENT

To:
All Special Chief Secretaries/Principal Secretaries/Secretaries to Government.
All Heads of Departments.
All District Collectors and Superintendents of Police.
The Chief Executive Officer, Real Time Governance Society.
The Commissioner, Information and Public Relations Department.

Copy to:

OSD to Chief Secretary to Government.
PS to Secretary to Government (RTG).
SP/SF(C.No.3011643).

//FORWARDED :: BY ORDER //

SECTION OFFICER